

In December 2021, Minnesota Housing engaged individuals, service partners, and other stakeholders to gain their input to help inform the design of a program that would provide housing stability services so that people could maintain their rental housing during the COVID-19 pandemic. These funds are made available through the Emergency Rental Assistance Program administered by the U.S. Department of Treasury. Below is a summary.

What We Did

- **Two Surveys**

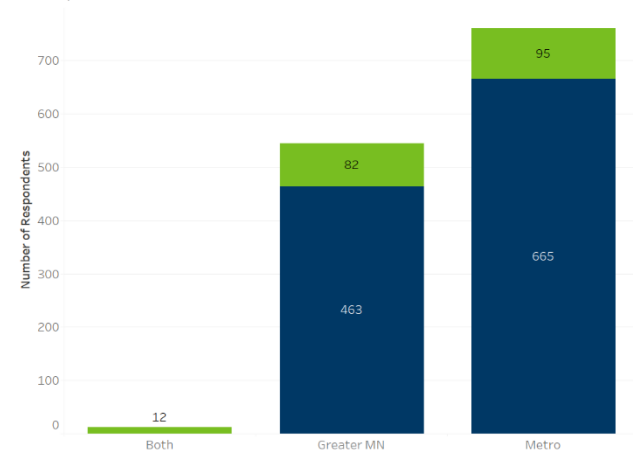
- Survey #1: With service providers and community partners seeking feedback on service needs and capacity (178 respondents)
- Survey #2: With individuals/constituents who have experienced a housing crisis at some point, asking what resolved their housing crisis (1,128 respondents)

- **Focus Group Conversations**

- People with lived experience (Metro and Greater Minnesota)
- Culturally specific/Victim Service providers
- Continuums of Care and Minnesota Tribal Collaborative coordinators

Number of Respondents by Geography

Provider | Constituent



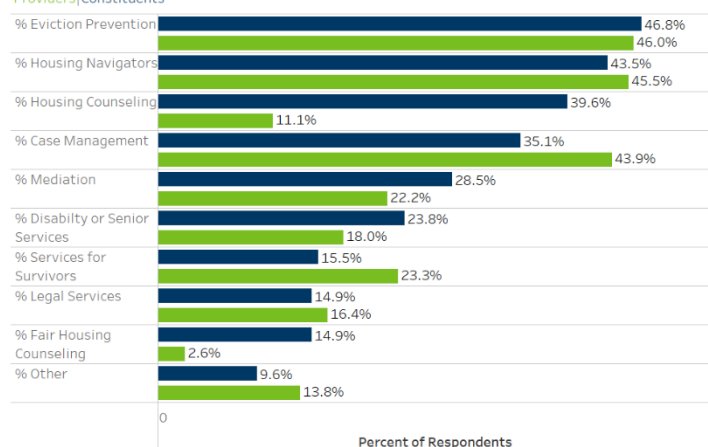
What We Learned

Respondents from both surveys were asked to rank the top three supportive services that would assist in ending or preventing a person's homelessness.

- Providers and constituents ranked housing navigators and eviction prevention as their top two services.
- Providers ranked case management as their top third service, whereas constituents ranked housing counseling as their top third service.
- Providers ranked housing counseling much lower (in the bottom two categories).
- Rankings for both groups were consistent between the Metro area and Greater Minnesota respondents.

Selected Housing Support Services

Providers | Constituents



Constituents (Survey #2) were asked to identify when services were successful.

- Constituents overwhelmingly emphasized the value and importance of providing support with respect and dignity.
- Respondents identified 'follow-up and follow-through' as key to resolving the crisis and stabilizing housing.
- A noticeable number of responses referenced timely communication and a user-friendly process.
- Feedback from focus groups underscored the feedback from the surveys.

What We Propose To Do Next

- Using the results from the survey, the Housing Stability Services funds are planned to provide housing/service navigation and eviction prevention services.
- Up to \$9 million will be used to implement the targeted services from June 1, 2022 through May 31, 2023.
- Program goals will focus on resolving the housing crisis and maintaining rental housing.
- Follow-up and follow-through practices are emphasized along with client-centered approaches and respectful support.
- Survey results will be shared with both state and non-state partners.